Your Training Roadmap

ABC Contracting

Thank you for completing the Business Evaluator Tool, the first step toward improving and growing your business with EGIA Contractor University. We've taken your input to build this powerful guide, which will help your business meet its full potential.

Using the detailed company information you entered into the Business Evaluator Tool, our Member Services team has developed a custom training roadmap for your company that aligns your goals, challenges and critical areas for improvement with the specific educational content and business development resources within EGIA Contractor University. Your step-by-step action plan not only includes your company's best starting point, but your desired outcomes and a detailed path to achieving them. This ensures you get the most out of your EGIA Contractor University membership, in order to build the contracting business you've always dreamed of.
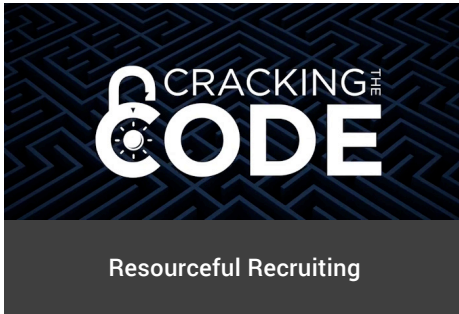
ABOUT EGIA

The Electric & Gas Industries Association (EGIA) is an organization unlike any other in the industry, passionately committed to helping contractors achieve success in their business through a variety of services, tools and other offerings. To learn more about what we do, our 80-plus-year history, the latest organization and industry news, our management team, and more, click the links below. You'll find that, not only are we the contracting industry's premier membership organization, but our nonprofit model allows us to offer so much more in a way that nobody else can.

The following items are the tools and materials we recommend reviewing first amongst all of our administration resources. To access these tools, simply follow the steps outlined below for each item.

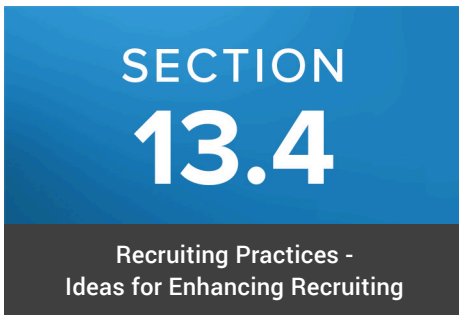## ITEM 1 — **Video:** Resourceful Recruiting

CRACKING THE CODE

Resourceful Recruiting

To access the video, follow these steps:
- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Cracking the Code Weekly Show Archive**"
- Select the "**November 9th 2020 - Resourceful Recruiting**" and play the episode

ITEM 2 — **Downloadable Template:** Recruiting Practices - Ideas for Enhancing Recruiting

SECTION 13.4

Recruiting Practices - Ideas for Enhancing Recruiting

To access the downloadable template, follow these steps:
- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Contracting Best Practices Library**"
- Select the "**13 | Human Resource Principles - Training & Development**"
- Select "**13.4 | Recruiting Employees - Processes and Ideas to Improve Recruiting**" and select the file Recruiting Practices - Ideas for Enhancing Recruiting

ITEM 3 — **Video:** Hiring, Recruiting and Training Technicians

SECTION 10.12

Hiring, Recruiting and Training Technicians

To access the video, follow these steps:
- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Contracting Best Practices Library**"
- Select the "**10 | Service Department Management Principles**"
- Select "**10.12 | Service Training, Productivity Pay, Skill Development, and Hiring Techs**" and select the video Hiring, Recruiting and Training Technicians

ADDITIONAL RESOURCES

For additional training and support materials around this topic, review the materials in **Section 13.1 | Human Resources - Developing an Organization Plan** of the Contracting Best Practices Resources Library.

Call Taking and Dispatch Process

EGIA CONTRACTOR UNIVERSITY

The following items are the tools and materials we recommend reviewing first amongst all of our call taking and dispatching resources. To access these tools, simply follow the steps outlined below for each item.

ITEM 1 — **Video:** Dispatching – Becoming Great at Dispatching

SECTION 10.6

Dispatching – Becoming Great at Dispatching

To access the video, follow these steps:
- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Contracting Best Practices Library**"
- Select the "**10 | Service Department Management Principles**"
- Select "**10.6 | Dispatching Processes for Success**" and select the video Dispatching – Becoming Great at Dispatching

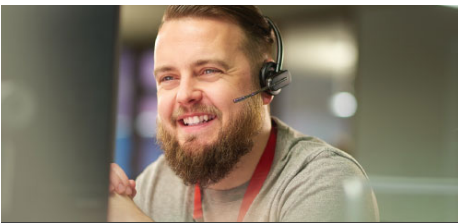## ITEM 2 — **Article:** Transform Your CSRs into Service Superheros

Transform Your CSRs into Service Superheros

To access the article, follow these steps:
- Go to **egia.org** and select Free Resources from the top navigation
- Click on "**Educational Articles**"
- Locate "**Transform Your CSRs into Service Superheroes**" and click on the "Read More" button

ITEM 3 — **Online Class:** Customer Service and Dispatching Class

Customer Service and Dispatching Class

To access the online class, follow these steps:
- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Online Classes**"
- Select the course titled "**Customer Service and Dispatching Class**"

ADDITIONAL RESOURCES

For additional training and support materials around this topic, review the materials in **Section 14.3 | Customer Service Excellence Principles** of the Contracting Best Practices Resources Library.

Daily, Weekly and Monthly Financial Reports

EGIA CONTRACTOR UNIVERSITY

The following items are the tools and materials we recommend reviewing first amongst all of our financial reporting resources. To access these tools, simply follow the steps outlined below for each item.

ITEM **1**   **Video:** The Income Statement - A Description of the Structure and Use

SECTION 3.2

The Income Statement -
A Description of the Structure and Use

To access the video, follow these steps:

- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Contracting Best Practices Library**"
- Select the "**3 | Accounting Principles for Contracting**"
- Select "**3.2 | The Income Statement, or Profit and Loss**" and select the video The Income Statement - A Description of the Structure and Use

ITEM **2**   **Video:** A Dashboard Example

CRACKING THE CODE

A Dashboard Example

To access the video, follow these steps:

- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Cracking the Code Weekly Show Archive**"
- Select the "**December 7th 2020 - The 3 Core Components of Your Financial Statements**" and play the episode

ITEM **3**   **Online Class:** Financial Management

Financial Management

To access the online class, follow these steps:

- Go to **egia.org/login** and login to your account
- Navigate to the "**Contractor Training**" tab of the Member Dashboard
- Click on "**Online Classes**"
- Select the course titled "**Financial Management**"

ADDITIONAL RESOURCES

For additional training and support materials around this topic, review the materials in **Section 3.1 | Chart of Accounts in Contracting** and **3.2 | The Income Statement, or Profit and Loss** of the Contracting Best Practices Resources Library.